Annual Report 1983

Funeral Services Review Board

Ministry of Health
Ontario

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Funeral Services Review Board
Conseil de révision des services de pompes funèbres

(416) 965-7285

Room SW-1175
Hepburn Block
Queen's Park
Toronto, Ontario
M7A 1R3

Chambre SW-1175
édifice Hepburn
Queen's Park
Toronto, Ontario
M7A 1R3

June 7, 1984

The Honourable Keith C. Norton

Minister of Health

Sir:

I have the honour to submit for your approval the Annual Report of the Funeral Services Review Board, for 1983.

Yours very truly,

Audrey McFarlane

Audrey McFarlane
Chairman

6786-04X (82/07)

FUNERAL SERVICES REVIEW BOARD

MEMBERS - 1983

Audrey McFarlane, Chairman	Kingston
James Lee, Vice-Chairman	Toronto
Earl Armstrong	Manotick
John Brooks	Toronto
Kaye Fletcher	West Hill
Eleanor Muir	Brighton
James D. Tiller	Willowdale

The Funeral Services Review Board is established by the Funeral Services Act. It is an independent Review Board consisting of lay people who are not in the public service of the Province and who are not, and never have been, members of a health discipline or licensed or registered under the Funeral Services Act or any other Act governing a health practice.

The Review Board has two separate and distinct functions. It reviews decisions of the Complaints Committee of the Board of Funeral Services when either the complainant or the member complained against is not satisfied with the decision. It also hears or reviews proposed decisions of the Registration Committee of the Board of Funeral Services in cases where the Registration Committee refuses to grant registration to an applicant, or proposes to attach terms, conditions or limitations to a registration.

The main role of the Review Board is to ensure that the Board of Funeral Services has carried out its duties and that the public interest has been served and protected.

The Review Board conducted six complaint reviews during 1983. It upheld the decision of the Complaints

Committee of the Board of Funeral Services in three cases; it required that a further investigation be conducted by the Complaints Committee in two cases, and in the remaining case, it required that the Complaints Committee recommend to the licensee that certain certain charges to the complainant be waived.

The Review Board was not called on to review or hear any registration matters during 1983.

During 1983, the Review Board met with the Board of Funeral Services to discuss the role of the Review Board, and its perceptions of the duties of the Complaints Committee of the Board of Funeral Services. The Review Board, following those meetings, is content that the Board of Funeral Services understands its duties under the Act and awaits future decisions of the Board of Funeral Services to see if that optimism is warranted.

The Review Board conducted one review in 1983 that emanated from the Hamilton area. The Board had the uneasy feeling that the acquisition of several funeral homes in the Hamilton area, by one company, may not be in the public interest and should be the subject of scrutiny by the Minister of Health.

The Review Board conducted two reviews in 1983 where the complainant, having requested a review by the Board subsequently endeavoured to withdraw the request for review. The Review Board was not convinced that the withdrawal was in the public interest and proceeded with the reviews. In the one instance the Board of Funeral Services was unable to conduct the further investigation required by the Board, and in the other case, following the investigation, referred the matter to the Discipline Committee.

The Review Board conducted one review in 1983 that concerned a complaint from the St. Catharines area. The problem appeared to be that the local crematorium had certain financial arrangements with certain funeral parlours and as a result one local funeral parlour, presumably not in league with the local rematorium found that it received better service at a crematorium in Niagara Falls, New York. The Review Board feels that this is a matter that should be the subject of scrutiny by the Ministry of Health.